

Asian Language Legal Intake Program (ALLIP) Goals and Objectives – The Workplan 2002

Staff Composition

Juliet Stone, Supervising Attorney

Anita Le, Vietnamese Staff Attorney (60% time) – started 6/3/02

Li-Ling Wang, Mandarin Paralegal –started 4/1/02

Stewart Chang, Staff Attorney (when needed)

Wanda Wang, Paralegal (when needed)

Chau Diep, Paralegal (when needed)

To be hired as needed

--Law Students (1800 hours)

--during the summer employed 2 students full time, 1 half time

Mission

Our mission is to increase the access to legal services for monolingual APIs through the use of a centralized intake system. See the attached flowchart for a summary of the ALLIP intake system.

Goals for the First Year (all completed)

- 1) To hire the requisite staff listed above.
- 2) To create training materials and conduct trainings.
- 3) To create checklists, scripts, question & answer sheets for each area of law.
- 4) To open the Hotline. [May 1, 2002]
- 5) To conduct community outreach to the Chinese and Vietnamese communities and create client handouts in the requisite languages.
- 6) To recruit volunteer attorneys and law students.
- 7) To implement, refine and modify existing project flow, database and phone system.
- 8) Continue to foster the existing collaborative atmosphere among APALC, LAFLA, NLS, and LASOC through joint outreach and training.

The Plan

Hiring

ALLIP is fully staffed for the start up period. We are continually recruiting law students for use when needed.

Training of Staff

A number of the unit directors from the 4 partner agencies have offered to assist in the training of the ALLIP staff, by leading training sessions and/or creating training materials.

A formal training schedule will be set up according to the strengths and weaknesses of the staff hired. The three staff members shared with Legal Services will be expected to complete an abbreviated training. All training sessions and material will be open to the entire APALC staff as well as the staff of the partner agencies increasing the collaborative nature of the project.

The depth to which each area of law will be covered will depend on a number of factors including, 1) the experience level of the staff, 2) the ease of use and thoroughness of the checklists/scripts created for the intake database, and 3) the types of questions which are ultimately asked on the Hotline. At this point the ease of use of the checklists/scripts and the quantity and nature of the calls, which will be seen on the Hotline, are only a best guess. Once a quantifiable number of calls have been taken the training regime can be finely tuned to respond to the demonstrated needs of the community. It is hoped that by the Fall the training systems and materials will be refined for actual experience. The training of the staff will be a continual process; there should be at least one substantive law training per month for the life of the project.

The training will include:

- A full day review of all substantive areas of law covered by the hotline (Public Benefits, Family, Housing, Immigration, Consumer and Employment), conducted by various attorneys from the partner organizations.
- Trainings on specific areas such as VAWA and Calworks
- On the job training at partner agencies to first observe intake and then be observed performing intake
- Trainings on specific areas of law will be scheduled based on changes in the law, requests from the staff and the demonstrated needs of the clientele.

[The formal training consisted of seven trainings of 2-4 hours each conducted over a three-week period in June of 2002. The trainings were well attended by staff and students of the four partner agencies as well as staff members of a number of local community based organizations.]

Questionnaires & Scripts ("Materials")

The vast majority of questionnaires and scripts have been prepared or are in the process of being refined by the members of each group. The materials created will be used as an integral part of the intake process to assist each advocate in the diagnosis of legal problems and the best counsel and advice to offer under the circumstances. The Materials will act as a vital source of information and backup to the each advocate's training. The Materials will be integrated into the intake database to help assure that each client receives the same optimal

level of service. This also should assist in the creation of case profiles with less room for human error (see Database section below).

The scripts main purpose is twofold, first to assist in the training of the advocates and equally important to act as a readily available source of information while conducting each intake. The scripts will be accessible via the intake database system as well as in hard copy at each workstation.

Opening ALLIP (the “Hotline”)

The Hotline will be opened for limited hours, probably 9:00 – 12:30, Monday thru Friday as soon as the following has been completed:

1. The demolition of the intake area is completed (DONE),
2. The installation of the furniture (DONE),
3. The installation and testing of the phone systems (DONE),
4. The installation and testing of the Intake Database (started),
5. The hiring of at least two members of the new ALLIP staff (DONE),
6. The training of the entire staff (DONE),
7. The refinement of all Materials (DONE).

The Hotline will be opened for limited hours for the first few months (“Initial Test Period”) to allow time for refinement and modification of process flows and Materials as well as the training of the staff. Once the Initial Test Period is complete, outreach will be started and the hours will be augmented to account for the larger call volume. By the middle of summer [Mid-June] the Hotline should be operating according to the following schedule:

- Monday, Wednesday and Friday, 9:30 – 12:30, 1:30 – 4:30
- Tuesday and Thursday: 9:30 – 12:30

This schedule will allow for clients to call during their lunch breaks while still allowing advocates a chance to handle paperwork and other administrative tasks. The line will close early on two days a week to allow for staff meetings and training sessions.

Community Outreach

ALLIP is mandated by its grants and required by the very nature of the project to perform community outreach in the Mandarin and Vietnamese communities. The Initial Test Period will be used to research the best initial avenues in each community, create materials to conduct outreach, and set up meetings with community based organizations (“CBOs) and press outlets. Due to the importance of creating trust in our mission and our ability to effectively help the community it is imperative to be sensitive to the social norms of each community; to this end, I am recruiting a staff with not only legal abilities but also ties to the community and presentation skills.

The Mandarin speaking Chinese community has an established network of CBOs as well as both written and radio press outlets. The Vietnamese community, due to its more recent nature does not have as extensive a network of CBOs, though it does boast both written and radio press outlets. Due to the generosity of LASOC, we have been invited to speak on an AM/FM Vietnamese radio station for free.

In addition to outreach at CBOs and clinics in these specific API communities, ALLIP will also conduct outreach in the broader community. It is perhaps even more important that all major CBOs and public interest law organizations should be aware of our services since often they are completely unable to assist monolingual API clients. The potential clients that seek help at organizations with no ability to communicate with them will be most likely to not seek help again if they are not given assistance.

[We have conducted extensive outreach in both communities, using face to face meetings with potential clients and community based organizations, as well as the press (written, radio and television).]

Volunteer Attorney and Law Student Recruitment

ALLIP has the budget to hire two full time law students during the summer and up to 4 law students at 10 hours a week for the six months following the summer. In order to extend the number of law student hours being spent with the ALLIP project it is our hope to offer each student a mix of law school clinical credit and salary. It may be possible to double the number of law student hours by this method. Due to the extensive nature of the training and the assumed inexperience of most law students, ALLIP will require at least a six-month commitment from all local law students.

Due to the number of areas of law covered and the extensive nature of the counsel and advice to be given the number of volunteer attorneys will likely be limited by the language requirements and the amount of training. The best way to recruit volunteers is to offer the incentive of knowledge, hands on experience and free MCLE if they complete the requisite number of hours. The training received through work on the line would be invaluable to a sole practitioner or attorney in a small firm.

ALLIP has already placed ads on numerous websites and in law school placement centers. In addition, volunteer attorneys are also being recruited through a joint effort with the other partner agencies. One law student has been hired and will work for 12 weeks during the summer. She speaks Mandarin and Vietnamese. Another Mandarin speaking law student was hired on a volunteer basis. A college student who speaks Mandarin and Cantonese was recruited to work part time during the summer.

Technology and Process Flow

ALLIP is still in the course of developing our Intake database system. As discussed above the Materials created to simplify and better the intake process will be integrated into the database system. This will allow an advocate to focus on the client's needs rather than the difficulty of

taking down all of their information. Much of the basic legal intake and basic counsel and advice will be imported into the intake form via this system. The advocate will be able to modify such intake and add all other pertinent information. This system will drastically reduce the number of errors made by advocates forgetting to ask a necessary question or being unable to recall all of the relevant information taken or given out.

The Process Flow of the ALLIP system is shown in the attached flow chart. The flow of information and systems is ever changing and will probably take at least six months to refine. Part of this process will be assisted by an outside consultant who will aid in the creation of a Best Practices Manual (an OSI grant requirement). For instance, the phone system will be able to transfer calls directly to the partner agencies, however, at this time, other than questions regarding health care; no calls will be directly transferred. This decision was made to allow the other agencies to perform a conflicts check within their own system and make a decision as to whether they are able to fully assist the client referred.

Fostering Collaborative Efforts

The first month of my tenure as Supervising Attorney was spent at the facilities of the partner agencies meeting the attorneys and paralegals involved in making ALLIP a reality. For the most part I have been greeted with generosity of spirit and concrete help and suggestions. The staffs that will handle the referrals for representation or further counsel and advice, are excited about the project and the possibilities created by ALLIP. To continue these feelings of goodwill and collaboration, it is my goal to involve all pertinent staff members in any decisions of note that could affect them. Empowering them by making them part of the process will lead to further investment in ALLIP and a more smoothly run program.

In addition, we will continue to have quarterly meetings with each group, plan training sessions that involve all the partner agencies and I personally will also make visits to each partner agency to ensure that I am abreast of any changes in their policy or staff. All partner agencies are mandated to perform outreach for the ALLIP program; it is my hope that much of this outreach can be done together, *i.e.*, attendance at clinics run by LAFLA.

Quarterly Timeline

<p>Winter [all complete]</p> <ul style="list-style-type: none">• Finish technical systems (phones, intake database)• Set up office• Hire Staff• Start Creation of Training Resources• Create Materials	<p>Summer [all complete, except noted]</p> <ul style="list-style-type: none">• Train Law Students• Integrate Law Students• Continue Training Process• Begin Outreach• Expand Hotline Hours• Refine Materials and Process Flow• Start Best Practices Manual [put off till the end of the year]
<p>Spring [all complete]</p> <ul style="list-style-type: none">• Start Hotline for Initial Test Period• Refine technical systems• Recruit Law Students• Refine Training Resources• Implement Training of Staff• Refine Materials and Process Flow• Research/Create Outreach Materials	<p>Fall</p> <ul style="list-style-type: none">• Continue and Expand Outreach efforts• Refine Materials and Process Flow• Finish Best Practices Manual• Prepare Final Grant Reports